COMMISSIONERS
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BOB STUMP
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ARIZONA CORPORATION COMMISSION

ORIGINAL

TO: DOCKET CONTROL

RE: BN Leasing dba Aubrey Water Company

Filed by: Utilities Division – Consumer Services

DOCKET NO. W-03476A-15-0286

Please docket the attached	customer comments OPPOSING the proposed
Customer comments can be reviewed in	n E-docket under the above docket number.

Arizona Corporation Commission
DOCKETED
DEC 2 1 2015

DOCKETED BY

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Tom Davis Pho

Phone: <<< REDACTED >>>

Opinion Date: 11/20/2015

Opinion Number: 2015 - 127461

Priority: Respond within 5 business days

Opinion Codes:

Rate Case Items - Opposed

Closed Date: 11/20/2015 2:43 PM

First Name: Stephen

ohen Last Name: Parish

Account Name: Stephen Parish

Address: <<< REDACTED >>>

City: Seligman

State: AZ

Zip Code: 86337

Company: Aubrey Water Company(The Burlington

Northern and Santa Fe)

Division: Water

Nature Of Opinion

Docket Number: W-03476A-15-0286

Docket Position: Against

Customer hauls water and is opposed to the 260% proposed rate increase.

Investigation

Date:

Analyst:

Submitted By:

Type:

11/20/2015

Tom Davis

Other

Investigation

Entered for the record and docketed CLOSED

RECEIVED

1015 DEC 21 P 2: 41

AZ CORP COMMISSION

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Tom Davis

Phone: <<< REDACTED >>>

Opinion Date: 11/23/2015

Opinion Number: 2015 - 127478

Priority: Respond within 5 business days

Opinion Codes:

Rate Case Items - Opposed

Closed Date:

First Name: Scott

Last Name: Bayle

Account Name: Scott Bayle

Address: <<< REDACTED >>>

City: Seligman

State: AZ

Zip Code: 86337

Home: <<< REDACTED >>>

Company: Aubrey Water Company(The Burlington

Division: Water

Northern and Santa Fe)

Nature Of Opinion

Docket Number: W-03476A-15-0286

Docket Position: Against

Mr. Bayle left a message with the Commission stating that he is opposed to the proposed rate increase.

Investigation

Date:

Analyst:

Submitted By:

Type:

11/23/2015

Tom Davis

Other

Investigation

Entered for the record and docketed. CLOSED

Arizona Corporation Commission Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 11/10/2015

Opinion Number: 2015 - 127315 Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed Closed Date: 11/25/2015 11:19 AM

First Name: Danny Last Name: Solberg Account Name: Danny Solberg

Address: <<< REDACTED >>>

City: Seligman State: AZ Zip Code: 86337

Home: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Aubrey Water Company(The Burlington Division: Water

Northern and Santa Fe)

Paul Juhl Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-03476A-15-0286 Docket Position: Against

Dear Sir/Ma'am, I am starting over because I ran out of space. I can not afford a rate increase of 250-300%. Currently I pay anywhere from 56.00-158.00. I will never know what to expect and I think its crazy to be paying a 300.00 dollar plus water bill. I've tried to work the issues out with the company, but I get no where I have never gotten the same person twice. We mail our payments to Texas and the bills are coming from Tucson. I feel like within the company no one communicates. I will follow this up with a complaint form from your home page. Thank You and please, please, please reconsider this much of a rate increase.

(Also, issued a Complaint # 127513 to Aubrey Water Company)

Investigation

Date: Analyst: Submitted By: Type:

11/25/2015 Richard Martinez Telephone Investigation

Entered for the record and docketed.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Opinion Date: 11/24/2015

Opinion Number: 2015 - 127500

Priority: Respond within 5 business days

Opinion Codes:

Rate Case Items - Opposed

Closed Date:

First Name: Dave

Last Name: Modahl

Account Name:

Address:

City:

State:

Zip Code:

Home: <<< REDACTED >>>

Division: Water

Company: Aubrey Water Company(The Burlington Northern and Santa Fe)

Nature Of Opinion

Docket Number: W-03476A-15-0286

Caller hauls water and is opposed to any increase in rates for Aubrey Water due to the fact people in the area have no funds to pay extra costs for water.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Richard Martinez

Phone: <<< REDACTED >>>

Opinion Date: 11/10/2015

Opinion Number: 2015 - 127315

Priority: Respond within 5 business days

Opinion Codes:

Rate Case Items - Opposed

Company: Aubrey Water Company(The Burlington

Closed Date: 11/25/2015 11:19 AM

First Name: Danny

Last Name: Solberg

Account Name: Danny Solberg

Address: <<< REDACTED >>>

City: Seligman

Paul Juhl

State: AZ

Zip Code: 86337

Home: <<< REDACTED >>>

Email: <<< REDACTED >>>

Division: Water

Northern and Santa Fe)

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-03476A-15-0286

Docket Position: Against

Dear Sir/Ma'am, I am starting over because I ran out of space. I can not afford a rate increase of 250-300%. Currently I pay anywhere from 56.00-158.00. I will never know what to expect and I think its crazy to be paying a 300.00 dollar plus water bill. I've tried to work the issues out with the company, but I get no where I have never gotten the same person twice. We mail our payments to Texas and the bills are coming from Tucson. I feel like within the company no one communicates. I will follow this up with a complaint form from your home page. Thank You and please, please, please reconsider this much of a rate increase.

(Also, issued a Complaint # 127513 to Aubrey Water Company)

Investigation

Date:

Analyst:

Submitted By:

Type:

11/25/2015

Richard Martinez

Telephone

Investigation

Entered for the record and docketed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Carmen Madrid Phone: <<< REDACTED >>> Opinion Date: 11/30/2015

Opinion Number: 2015 - 127534 Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed Closed Date: 11/30/2015 11:47 AM

First Name: Joe Last Name: Cascia Ad

Account Name: Joe Cascia

Address:

City: Seligman State: AZ Zip Code: 86337

Home: <<< REDACTED >>>

Company: Aubrey Water Company(The Burlington Division: Water

Northern and Santa Fe)

Paul Juhl Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Opinion

Caller is a standpipe customer and is opposed to the rate increase being requested.

Investigation

Date: Submitted By: Type:

11/30/2015 Carmen Madrid Telephone Investigation

Opinion noted and filed in the Docket. closed

Arizona Corporation Commission Utilities Complaint Form

Investigator: Tom Davis

Phone: <<< REDACTED >>>

Opinion Date: 11/30/2015

Opinion Number: 2015 - 127540

Priority: Respond within 5 business days

Opinion Codes:

Rate Case Items - Opposed

Closed Date: 11/30/2015 3:24 PM

First Name: Brandon

Last Name: Voils

Account Name: Brandon Voils

Address: <<< REDACTED >>>

City: Seligman

State: AZ

Zip Code: 86337

Company: Aubrey Water Company(The Burlington

Northern and Santa Fe)

Division: Water

Nature Of Opinion

Docket Number: W-03476A-15-0286

Docket Position: Against

Customer is opposed to the proposed rate increase

Investigation

Date:

Analyst:

Submitted By:

Type:

11/30/2015

Tom Davis

Other

Investigation

Entered for the record and docketed. CLOSED

Arizona Corporation Commission

Utilities Complaint Form

Phone: <<< REDACTED >>> **Opinion Date: 12/3/2015 Investigator:** Michael Buck

Opinion Number: 2015 - 127582 Priority: Respond within 5 business days

Rate Case Items - Opposed **Opinion Codes:** Closed Date: 12/3/2015 11:03 AM

Last Name: Henderson Account Name: Paula Henderson First Name: Paula

Address: <<< REDACTED >>>

City: Seligman State: AZ **Zip Code: 86337**

Home: <<< REDACTED >>>

Division: Water Company: Aubrey Water Company(The Burlington

Northern and Santa Fe)

Paul Juhl Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-03476A-15-0286 Docket Position: Against

Per the customer, she and her husband are opposed to any rate increase for this Company.

Investigation

Date: Submitted By: Analyst: Type:

12/3/2015 Michael Buck Telephone Investigation

Docketed and entered for the record.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck Phone: <<< R

Phone: <<< REDACTED >>>

Opinion Date: 12/3/2015

Opinion Number: 2015 - 127586

Priority: Respond within 5 business days

Opinion Codes:

Rate Case Items - Opposed

Closed Date: 12/3/2015 2:07 PM

First Name: Paul & Dian

Last Name: Robb

Account Name: Paul & Dian Robb

Address: <<< REDACTED >>>

City: Seligman

State: AZ

Zip Code: 86337

Home: <<< REDACTED >>>

Company: Aubrey Water Company(The Burlington

Division: Water

Northern and Santa Fe)

Paul Juhl

Phone: <<< REDACTED >>>

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-03476A-15-0286

Docket Position: Against

Per the customer, she wants the Commissioners to know that she and her husband are not getting an increase on their Social Security this year. If they are not getting an increase, why should this Company. Ms. Robb believes that if we are not careful we are going to be priced out of something that is essential for life, and that is water.

Investigation

Date:

Analyst:

Submitted By:

Type:

12/3/2015

Michael Buck

Telephone

Investigation

Docketed and noted for the record.